

CLAIMS:

1 1. A method for dynamically managing workflow without preprogrammed workflow
2 rules, the method comprising:
3 receiving a request from a user;
4 transmitting the request to at least one group of potential respondents;
5 transmitting a response to the user from one respondent of the at least one group of
6 potential respondents; and
7 limiting the at least one group of potential respondents to the request to the one
8 respondent to prevent additional respondents from responding to the request.

9 2. The method for dynamically managing workflow according to claim 1, wherein the
10 user selects the groups of potential respondents to transmit the request to.

11 3. The method for dynamically managing workflow according to claim 1, wherein the
12 request is transmitted to a plurality of groups of potential respondents.

13 4. The method for dynamically managing workflow according to claim 1, further
14 comprising:
15 indicating to the user that a response has arrived from a potential respondent.

16 5. The method for dynamically managing workflow according to claim 4, further
17 comprising:

3 after the user has viewed the response deleting the indication to the user that a response
4 has arrived from a potential respondent.

1 6. The method for dynamically managing workflow according to claim 1, wherein
2 information concerning the request flows between the user and the respondent until the request is
3 resolved.

1 7. The method for dynamically managing workflow according to claim 1, further
2 comprising:
3 receiving comments from members of a users group authorized to view the user's request.

1 8. The method for dynamically managing workflow according to claim 1, further
2 comprising:
3 transmitting the request from the respondent to at least one of members of the
4 respondent's group and another group of respondents.

1 9. The method for dynamically managing workflow according to claim 1, further
2 comprising:
3 transmitting a termination message from the respondent to the user when the request has
4 been satisfied.

1 10. The method for dynamically managing workflow according to claim 1, wherein the
2 request and the response are communicated over the internet or an intranet.

1 11. The method for dynamically managing workflow according to claim 1, wherein the
2 workflow facilitates coordination of care of an individual.

1 12. The method for dynamically managing workflow according to claim 1, further
2 comprising:
3 storing data associated with a cared-for individual in a data storage device coupled to a
4 server, the server accessible by a plurality of user interface devices via a communication media;
5 and
6 receiving a business rule associated with the data over the communication media
7 transmitted from one of the plurality of user interface devices, the business rule specifying access
8 privileges of a member user.

1 13. The method for dynamically managing workflow according to claim 1, further
2 comprising:
3 displaying to the user only information and controls relevant to the user.

1 14. The method for dynamically managing workflow according to claim 13, further
2 comprising:
3 sorting the information in order of importance.

1 15. A system for dynamically managing workflow without preprogrammed workflow
2 rules, the system comprising:

3 a server connected to a communication media and operable to receive a request from a
4 user, transmit the request to at least one group of potential respondents, transmit a response to the
5 user from one respondent of the at least one group of potential respondents and limit the at least
6 one group of potential respondents to the request to the one respondent to prevent additional
7 respondents from responding to the request, wherein the server is accessible by a plurality of user
8 interface devices connected to the communication media.

1 16. The system according to claim 15, wherein the server is further operable to store data
2 associated with a cared-for individual and at least one business rule associated with the data, the
3 business rule being created by a user at one of the plurality of user interface devices, the business
4 rule specifying a level of access privileges of a member user.

5 17. The system according to claim 15, wherein the communication media is a local area
6 network or a wide area network.

7 18. The system according to claim 15, wherein the system facilitates coordination of care
8 of an individual.

1 19. A computer program product for performing a process of dynamically managing
2 workflow without preprogrammed workflow rules in a system, the computer program product
3 comprising:
4 a computer readable medium; and
5 computer program instructions, recorded on the computer readable medium, executable

6 by a processor, for performing the steps of:
7 receiving a request from a user;
8 transmitting the request to at least one group of potential respondents;
9 transmitting a response to the user from one respondent of the at least one group of
10 potential respondents; and
11 limiting the at least one group of potential respondents to the request to the one
12 respondent to prevent additional respondents from responding to the request.

1 20. The computer program product according to claim 18, wherein the computer
2 program instructions further perform the steps of:
3 storing data associated with a cared-for individual in a data storage device coupled to a
4 server, the server accessible by a plurality of user interface devices via a communication media;
5 and
6 receiving a business rule associated with the data over the communication media
7 transmitted from one of the plurality of user interface devices, the business rule specifying access
8 privileges of a member user.

1 21. A system for performing a process of dynamically managing workflow without
2 preprogrammed workflow rules in a system, comprising:
3 a processor operable to execute computer program instructions; and
4 a memory operable to store computer program instructions executable by the processor,
5 for performing the steps of:
6 receiving a request from a user;

7 transmitting the request to at least one group of potential respondents;
8 transmitting a response to the user from one respondent of the at least one group of
9 potential respondents; and
10 limiting the at least one group of potential respondents to the request to the one
11 respondent to prevent additional respondents from responding to the request.

1 22. The system according to claim 21, wherein the memory is further operable to store
2 computer program instructions for performing the steps of:
3 storing data associated with a cared-for individual in a data storage device coupled to a
4 server, the server accessible by a plurality of user interface devices via a communication media;
5 and
6 receiving a business rule associated with the data over the communication media
7 transmitted from one of the plurality of user interface devices, the business rule specifying access
8 privileges of a member user.